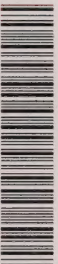


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## General information for service providers on protecting client information

You have entered into a funding agreement with Human Resources Development Canada (HRDC) to enable you to provide employment services to individual clients. In that respect, you have been or will be asked to collect and provide certain information and data about individual clients to HRDC. HRDC requests this information for the administration of the Employment Insurance (EI) Act, including case management, contract monitoring, program accountability and evaluation purposes. The information that you are to provide to HRDC is identified in Part I of Schedule C of our agreement.

Documentation provided to you by HRDC (normally contained in Guide to Employers and Coordinators) stipulates that the information you collect for HRDC (i.e. listed in Schedule C) is covered under the Access to Information Act and the Privacy Act.

Our agreement stipulates that you must take all measures reasonably necessary for the protection of the information you collect against unauthorized release or disclosure.



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You must also:

- inform the client from whom you are collecting personal information of the uses to be made of this information. In terms of the data collected by yourself to provide to HRDC, it is to be used primarily for program evaluation purposes
- obtain personal information from clients directly wherever possible or ensure that you have the clients' written consent to obtain it from another source (example family members)
- only collect the personal information that is needed for the stated purpose of program administration

In the course of providing service to individual clients, you will need to collect personal information other than that listed in Schedule C. This information is under your control and is your responsibility. HRDC strongly recommends that you protect it in the same way as you are asked to protect the information you will provide to HRDC.

HRDC uses the following procedures and recommends you take similar precautions.

That is:

- when not in use, all hard copies of personal information should be kept in a lockable filing cabinet in a restricted area;
- electronic information should be protected in a manner that safeguards its integrity and confidentiality;
- personal information should not be left unguarded where unauthorized persons may see it;
- transmission of personal information by mail or fax should be in accordance with the standards outlined in Appendix 2 of the manual cited in HRDC's Security Policy and Procedures.





Additionally, caution should be taken to include only information relevant to the client's employment needs on clients' files. That is, unless it is necessary for the administration and decision-making of a client's participation on a project, it is recommended that sensitive information on a client's personal or medical condition not be included in the client's record.

Unless you enter into a new agreement with HRDC, at the end of your current agreement with HRDC, you must:

- return those documents provided to you by HRDC under Part II of Schedule C;
- ensure you forward to HRDC the information stipulated in Part I of Schedule C; and
- destroy all other personal client information in accordance with HRDC's Security Policy and Procedures, unless the HRDC representative advises you otherwise.

Specifically in terms of collecting social insurance numbers (SIN), HRDC needs this information for program evaluation purposes – it is an essential identifier. In addition, SINs are needed to issue documentation to individuals for income tax purposes, for example, T-4 slips. The collection and use of SINs is authorized by law for the administration and enforcement of the Employment Insurance Act and Regulations.

This document is available in multiple formats (large print, audio cassette, braille and computer diskette) in French and English. Call 1-800-788-8282 (for TTY service, same number applies).

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